

# Enterprise Incident Report April 2012

As of 5/1/2012

## Science Technology and Research

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Application Services	Danielle Hood	1 0	1 0
		Martin Gonzalez	1 1	1 1
		Tony Larsen	1 0	1 0
		<b>Assigned to Individual Total</b>	3 1	3 1
	Help Desk	Brenda Treadway	1 0	1 0
		Dawn Wayment	1 0	1 0
		James Stearns	1 0	1 0
		<b>Assigned to Individual Total</b>	3 0	3 0
	Metro A Desktop Support	Robert Wall	6 3	6 3
		<b>Assigned to Individual Total</b>	6 3	6 3
	Metro A Help Desk	Cindy Schroeder	2 1	2 1

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			Low	FCR Total
Science Technology and Research	Metro A Help Desk	Ed Conrad	3 2	3 2
		Liz Evans	2 1	2 1
		Assigned to Individual Total	7 4	7 4
	Metro C Help Desk	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice/Data/WAN Services	Greg Blessing	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		21 8	21 8
Customer Company Total			21 8	21 8

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Science Technology and Research	Application Services	Danielle Hood	1 1	1 1
		Martin Gonzalez	1 0	1 0
		Tony Larsen	1 0	1 0
		<b>Assigned to Individual Total</b>	3 1	3 1
	Help Desk	Brenda Treadway	1 0	1 0
		Dawn Wayment	1 0	1 0
		James Stearns	1 0	1 0
		<b>Assigned to Individual Total</b>	3 0	3 0
	Metro A Desktop Support	Robert Wall	6 0	6 0
		<b>Assigned to Individual Total</b>	6 0	6 0
	Metro A Help Desk	Cindy Schroeder	2 0	2 0

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			Low	MIR Total
Science Technology and Research	Metro A Help Desk	Ed Conrad	3 0	3 0
		Liz Evans	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro C Help Desk	Chris Olson	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice/Data/WAN Services	Greg Blessing	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		21 2	21 2
Customer Company Total			21 2	21 2

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## Science Technology and Research

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Science Technology and Research	Application Services	Danielle Hood	1 3.89	1 3.89
		Martin Gonzalez	1 0.61	1 0.61
		Tony Larsen	1 0.06	1 0.06
		<b>Assigned to Individual Total</b>	3 1.52	3 1.52
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Dawn Wayment	1 0.00	1 0.00
		James Stearns	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	3 0.00	3 0.00
	Metro A Desktop Support	Robert Wall	6 0.03	6 0.03
		<b>Assigned to Individual Total</b>	6 0.03	6 0.03
	Metro A Help Desk	Cindy Schroeder	2 0.00	2 0.00

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## Science Technology and Research

			Low	ATTIR Total
Science Technology and Research	Metro A Help Desk	Ed Conrad	3 0.00	3 0.00
		Liz Evans	2 0.00	2 0.00
		Assigned to Individual Total	7 0.00	7 0.00
	Metro C Help Desk	Chris Olson	1 0.24	1 0.24
		Assigned to Individual Total	1 0.24	1 0.24
	Voice/Data/WAN Services	Greg Blessing	1 3.52	1 3.52
		Assigned to Individual Total	1 3.52	1 3.52
	Assigned Group Total		21 0.41	21 0.41
Customer Company Total			21 0.41	21 0.41

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## Science Technology and Research

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Application Services	Danielle Hood	1 0	1 0
		Martin Gonzalez	1 1	1 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Help Desk	Brenda Treadway	1 0	1 0
		Dawn Wayment	1 0	1 0
		James Stearns	1 1	1 1
		Assigned to Individual Total	3 1	3 1
	Metro A Desktop Support	Robert Wall	6 0	6 0
		Assigned to Individual Total	6 0	6 0
	Metro A Help Desk	Cindy Schroeder	2 0	2 0

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## Science Technology and Research

			Low	MR Total
Science Technology and Research	Metro A Help Desk	Ed Conrad	30	30
		Liz Evans	20	20
		Assigned to Individual Total	70	70
	Metro C Help Desk	Chris Olson	10	10
		Assigned to Individual Total	10	10
	Voice/Data/WAN Services	Greg Blessing	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		212	212
Customer Company Total			212	212



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## Science Technology and Research

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Application Services	Danielle Hood	1 4.27	1 4.27
		Martin Gonzalez	1 37.93	1 37.93
		Tony Larsen	1 0.07	1 0.07
		<b>Assigned to Individual Total</b>	3 14.09	3 14.09
	Help Desk	Brenda Treadway	1 0.01	1 0.01
		Dawn Wayment	1 0.20	1 0.20
		James Stearns	1 31.76	1 31.76
		<b>Assigned to Individual Total</b>	3 10.66	3 10.66
	Metro A Desktop Support	Robert Wall	6 0.22	6 0.22
		<b>Assigned to Individual Total</b>	6 0.22	6 0.22
	Metro A Help Desk	Cindy Schroeder	2 0.18	2 0.18

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## Science Technology and Research

			Low	ATTR Total
Science Technology and Research	Metro A Help Desk	Ed Conrad	3 0.05	3 0.05
		Liz Evans	2 0.34	2 0.34
		Assigned to Individual Total	7 0.14	7 0.14
	Metro C Help Desk	Chris Olson	1 1.78	1 1.78
		Assigned to Individual Total	1 1.78	1 1.78
	Voice/Data/WAN Services	Greg Blessing	1 3.52	1 3.52
		Assigned to Individual Total	1 3.52	1 3.52
	Assigned Group Total		21 4.29	21 4.29
Customer Company Total			21 4.29	21 4.29

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### Detail

<b>INC000000484278</b>	Ted McAleer	Application	Reporting	Gmail		TIR Missed: No	0.61
	Application Services	Martin Gonzalez	Science Technology and Research	Low	Closed	TTR Missed: Yes	37.93
<b>INC000000487747</b>	Ted McAleer	Application	Error	Gmail		TIR Missed: No	0.24
	Metro C Help Desk	Chris Olson	Science Technology and Research	Low	Closed	TTR Missed: No	1.78
<b>INC000000488779</b>	Ted McAleer	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Science Technology and Research	Low	Closed	TTR Missed: No	0.01
<b>INC000000488781</b>	Ronda Robbins Jones	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Science Technology and Research	Low	Closed	TTR Missed: Yes	31.76
<b>INC000000489195</b>	Kevin Jessing	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	0.05
<b>INC000000489326</b>	Perry Thomson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Science Technology and Research	Low	Closed	TTR Missed: No	
<b>INC000000489925</b>	Amie Richards	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.04
<b>INC000000490976</b>	Ronda Robbins Jones	Telecom	Dial Tone	Telephone		TIR Missed: Yes	3.52
	Voice/Data/WAN Services	Greg Blessing	Science Technology and Research	Low	Closed	TTR Missed: No	3.52
<b>INC000000491095</b>	Michael O'Malley	Application	Error	Novell GroupWise		TIR Missed: No	0.06
	Application Services	Tony Larsen	Science Technology and Research	Low	Resolved	TTR Missed: No	0.07
<b>INC000000491804</b>	Edward Kimball	Application	Error	Novell GroupWise		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.29
<b>INC000000491813</b>	Michael O'Malley	Application	Error	Novell GroupWise		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low	Closed	TTR Missed: No	0.26
<b>INC000000492832</b>	Mary Cardon	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Closed	TTR Missed: No	
<b>INC000000493058</b>	Ronda Robbins Jones	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Science Technology and Research	Low	Closed	TTR Missed: No	0.18
<b>INC000000494172</b>	Suzanne Winters	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Science Technology and Research	Low	Resolved	TTR Missed: No	0.20
<b>INC000000494721</b>	Justin Berry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	0.00
<b>INC000000494929</b>	Breanne Johnson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research	Low	Closed	TTR Missed: No	0.11

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<b>INC000000495458</b>	Michael O'Malley	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low Resolved	TTR Missed: No	0.30
<b>INC000000495761</b>	Breanne Johnson	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Science Technology and Research	Low Closed	TTR Missed: No	0.34
<b>INC000000496366</b>	Ted McAleer	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low Resolved	TTR Missed: No	0.33
<b>INC000000497409</b>	Alan J Walker	None	None	None	TIR Missed: Yes	3.89
	Application Services	Danielle Hood	Science Technology and Research	Low Closed	TTR Missed: No	4.27
<b>INC000000497412</b>	Alan J Walker	Application	None	Novell GroupWise	TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	Science Technology and Research	Low Closed	TTR Missed: No	0.13